July 2000

Re: Quality Assurance Program for Windows, Version 4.0.2

We are pleased to release Quality Assurance Program for Windows, Version 4.0.2. This service release resolves several issues present in the most recent Quality Assurance Program software, Version 4.0.1.

The Quality Assurance Program for Windows is an application that calculates data readings that may be used as a basis for quality improvements. This software also allows examination of sample subsets for use by postsecondary institutions to analyze their student population. The software measures three types of readings:

- Summary readings

- Institutional readings

- Student application readings

Included in this letter are the following:

- A list of the configuration management issues we implement in Version 4.0.2,

- The results gathered from Quality Assurance Program for Windows benchmark testing,

- Instructions on how to obtain and install the software, and

- A reminder to back up and optimize your Quality Assurance Program for Windows database.

What You Should Do

Just as you did for Quality Assurance Program For Windows, Version 4.0.1, download the software and the related user documentation via the Internet at the Student Financial Assistance (SFA) Download Web site, **http://www.SFAdownload.ed.gov** along with related user documentation.

Instructions for downloading and installing Quality Assurance Program for Windows are included in this letter, as well as in the "Installation Instructions" chapter of the *1999-2000 QA Program for Windows Installation Guide*.

If You Need Further Information

If you have a Quality Assurance Program policy-related question, post an e-mail on the Quality Assurance program listserv, **qa-team@lists.air-dc.org** and staff from the Performance and Accountability Improvement Branch will promptly respond to your message. Make sure you include your telephone number in your message.

For questions regarding Quality Assurance Program for Windows software, such as installation issues, software problem resolution, software functionality, and technical assistance, you can call CPS Customer Service. You can reach them Monday through Friday, 7 a.m. – 7 p.m. (CT), at **800/330-5947**. You can also e-mail inquiries, comments, or suggestions 24 hours a day to **CPS@NCS.COM** and a representative will respond within 24 hours.

CPS Customer Service

Quality Program for Windows, Version 4.0.2

Issues Fixed in Quality Assurance Program for Windows, Version 4.0.2

While most of your records may not be affected, you can choose to install the upgrade and recalculate all the records in your database. Or you can determine what records have been affected by reviewing the information below.

CM 2787   The software no longer looks for edits 1006 and 1007. The message "Error, no edit number" does not appear when you attempt to save data after exiting the Awards tab.

CM 2891   The software sets the Auto Zero EFC edits so that the EFC in the software matches the EFC calculated by CPS.

CM 2903   The check for calculating the EIC marginal item uses the Documented Parent's value instead of using the Most Recent value.

Quality Assurance Program for Windows Benchmarking

We have completed benchmarking on the 1999-2000 Quality Assurance Program for Windows software to document the software's performance in certain operating environments.

The benchmarking for importing ISIR data and external data files into Quality Assurance Program for Windows was conducted on three different platforms and in a combination of environments. The following table represents the total amount of time it took to import 400 to 1000 records into the QA Program module. For the network tests, the executable (QAP32_90.EXE) was on the workstation and the database (QAP90.MDB) was on the server. The server used is a production server with approximately 200 simultaneous users. The tests were done during normal working hours. From previous benchmarking activities, we have not seen a performance difference between the Novell 3.12 environment and the NT server environment; thus, only the Novell network environment is listed below. The symbol <> indicates the times are approximate.

Component	Area	Operating System	Type of Network	Benchmarking Volume	Time Elapsed	PC Platform
ISIR ASCII	Import	Win 98	N/A	400	9 minutes	Pentium 200 64MB
ISIR ASCII	Import	Win NT	N/A	1000	11 minutes	Pentium 200 64MB
ISIR ASCII	Import	Win NT	Novell	1000	2 hrs. 8 min.	Pentium 200 64MB
ISIR ASCII	Import	NT 4.0	N/A	1000	12 minutes	Pentium 200 64MB
ISIR ASCII	Import	NT 4.0	Novell	1000	2 hrs. 12 min.	Pentium 200 64MB
Express MDB	Import	Win 98	N/A	400	15 minutes	Pentium 200 64MB
Express MDB	Import	Win NT	Novell	400	2 hrs. 23 min.	Pentium 200 64MB
Express MDB	Import	Win NT	N/A	400	22 minutes	Pentium 200 64MB

Below are the printing benchmarking results for the reports and lists in Quality Assurance Program for Windows. These reports were tested on HP LaserJet III si, 4 si, and 5 si printers. The print drivers used matched the printers; for example, we used the 4 si driver with the 4 si printer. The benchmark volume represents a combination of information. In some cases it represents both the number of records and pages. The time elapsed is the time from when OK is selected on the Print dialog box until the printing begins.

Component	Operating System	Printer	Benchmarking Volume	Print Results	Time Elapsed

Component	Operating System	Printer	Benchmarking Volume	Print Results	Time Elapsed
AM-4 Worksheet	NT 4.0	HP4	use query-2 records/8 pages	OK	16 seconds
AM-4 Worksheet	NT 4.0	HP4000N	use query-2 records/8 pages	OK when 4 si driver used	20 seconds
AM-4 Worksheet	NT 4.0	HP4M	use query-2 records/8 pages	OK	18 seconds
AM-4 Worksheet	NT 4.0	HP4MPlus	use query-2 records/8 pages	OK	16 seconds
AM-4 Worksheet	NT 4.0	HP4Si	use query-2 records/8 pages	OK	16 seconds
AM-4 Worksheet	NT 4.0	HP5M	use query-2 records/8 pages	OK	17 seconds
AM-4 Worksheet	NT 4.0	HP5Si	use query-2 records/8 pages	OK	16 seconds
AM-4 Worksheet	NT 4.0	HP5SiMX	use query-2 records/8 pages	OK	18 seconds
AM-4 Worksheet	NT 4.0	HP6MP	use query-2 records/8 pages	OK when 5 MP driver used	20 seconds
AM-4 Worksheet	NT 4.0	HPIII	use query-2 records/8 pages	OK	16 seconds
AM-4 Worksheet	Win95	HP4	use query-2 records/8 pages	OK	12 seconds
AM-4 Worksheet	Win95	HP4000N	use query-2 records/8 pages	OK when 4 si driver used	12 seconds
AM-4 Worksheet	Win95	HP4M	use query-2 records/8 pages	OK	12 seconds
AM-4 Worksheet	Win95	HP4MPlus	use query-2 records/8 pages	OK	12 seconds
AM-4 Worksheet	Win95	HP4Si	use query-2 records/8 pages	OK	12 seconds
AM-4 Worksheet	Win95	HP5M	use query-2 records/8 pages	OK	12 seconds
AM-4 Worksheet	Win95	HP5Si	use query-2 records/8 pages	OK	12 seconds
AM-4 Worksheet	Win95	HP5SiMX	use query-2 records/8 pages	OK	12 seconds
AM-4 Worksheet	Win95	HP6MP	use query-2 records/8 pages	OK when 5 MP driver used	12 seconds
AM-4 Worksheet	Win95	HPIII	use query-2 records/8 pages	OK	12 seconds
AM-4 Worksheet	Win98	HP4	use query-2 records/8 pages	OK	13 sec
AM-4 Worksheet	Win98	HP4000N	use query-2 records/8 pages	OK when 4 si driver used	12 sec
AM-4 Worksheet	Win98	HP4M	use query-2 records/8 pages	OK	12 sec
AM-4 Worksheet	Win98	HP4MPlus	use query-2 records/8 pages	OK	12 sec
AM-4 Worksheet	Win98	HP4Si	use query-2 records/8 pages	OK	12 sec
AM-4 Worksheet	Win98	HP5M	use query-2 records/8 pages	OK	13 sec
AM-4 Worksheet	Win98	HP5Si	use query-2 records/8 pages	OK	12 sec
AM-4 Worksheet	Win98	HP5SiMX	use query-2 records/8 pages	OK	13 sec
AM-4 Worksheet	Win98	HP6MP	use query-2 records/8 pages	OK when 5 MP driver used	12 sec
AM-4 Worksheet	Win98	HPIII	use query-2 records/8 pages	OK	12 sec
Summary	NT 4.0	HP4	8 pages	OK	44 seconds
Summary	NT 4.0	HP4000N	8 pages	OK when 4 si driver used	47 seconds
Summary	NT 4.0	HP4M	8 pages	OK	39 seconds
Summary	NT 4.0	HP4MPlus	8 pages	OK	37 seconds
Summary	NT 4.0	HP4Si	8 pages	OK	39 seconds
Summary	NT 4.0	HP5M	8 pages	OK	38 seconds
Summary	NT 4.0	HP5Si	8 pages	OK	40 seconds
Summary	NT 4.0	HP5SiMX	8 pages	OK	38 seconds
Summary	NT 4.0	HP6MP	8 pages	OK when 5 MP driver used	59 seconds
Summary	NT 4.0	HPIII	8 pages	OK	45 seconds
Summary	Win95	HP4	8 pages	OK	32 seconds

Component	Operating System	Printer	Benchmarking Volume	Print Results	Time Elapsed
Summary	Win95	HP4000N	8 pages	OK when 4 si driver used	34 seconds
Summary	Win95	HP4M	8 pages	OK	32 seconds
Summary	Win95	HP4MPlus	8 pages	OK	33 seconds
Summary	Win95	HP4Si	8 pages	OK	33 seconds
Summary	Win95	HP5M	8 pages	OK	32 seconds
Summary	Win95	HP5Si	8 pages	OK	32 seconds
Summary	Win95	HP5SiMX	8 pages	OK	32 seconds
Summary	Win95	HP6MP	8 pages	OK when 5 MP driver used	33 seconds
Summary	Win95	HPIII	8 pages	OK	34 seconds
Summary	Win98	HP4	8 pages	OK	32 sec
Summary	Win98	HP4000N	8 pages	OK when 4 si driver used	32 sec
Summary	Win98	HP4M	8 pages	OK	32 sec
Summary	Win98	HP4MPlus	8 pages	OK	34 sec
Summary	Win98	HP4Si	8 pages	OK	31 sec
Summary	Win98	HP5M	8 pages	OK	32 sec
Summary	Win98	HP5Si	8 pages	OK	32 sec
Summary	Win98	HP5SiMX	8 pages	OK	34 sec
Summary	Win98	HP6MP	8 pages	OK when 5 MP driver used	33 sec
Summary	Win98	HPIII	8 pages	OK	32 sec

Downloading the Quality Assurance Program Software from the Web

The 1999-2000 Quality Assurance Program for Windows, Version 4.0.2 software and documentation are distributed via the Internet using the SFAdownload Web site, **http://www.SFAdownload.ed.gov**

If you do not have access to the Internet, or you have trouble opening the SFAdownload Web site to download the Quality Assurance Program for Windows software, call CPS Customer Service to request diskettes. Representatives are available Monday through Friday, 7 a.m. – 7 p.m. (CT), at **800/330-5947**. You may also e-mail inquiries, comments, or suggestions 24 hours a day to **CPS@NCS.COM** and a representative will respond within 24 hours.

If you have access to the Internet and cannot open the SFAdownload Web site, call your technical support staff to ensure you have full FTP download rights.

If you do not have access to the Internet, or you need assistance connecting to the SFAdownload Web site or downloading EDExpress in single or multiple file format, call Title IV WAN Customer Service at **800/615-1189** or e-mail them at **T4WAN@NCS.COM** to request diskettes.

If you have technical questions about our SFA systems and software, you may want to subscribe to our e-mail listserv, SFATECH. For more information about SFATECH, including how to subscribe, look online at the **http://www.ed.gov/sfatech/listserv.html** Web site.

Downloading the Software to Your Hard Drive

Quality Assurance Program for Windows, Version 4.0.2, is available on the SFAdownload Web site. You download the entire software in one file (QAP402.EXE), and then copy it to a network drive or diskettes.

Note: Version 4.0.2 will not perform any updates to your QAP database (QAP90.mdb)

Downloading the Software

1. Go to the URL field located at the top of your browser's screen and type the Student Financial Assistance (SFA) Download Web site address: **http://www.SFAdownload.ed.gov**

2. Follow the instructions provided and click the **Continue** button. You will be taken to a "Privacy on Our Web Sites" Web page.

3. Click on any of the links (or scroll down) to read information about Non-personal Information, Information from E-mails, Information collected from interactive forms, or Privacy of other records.

4. Click the **Continue** button to access the Web site containing the software you want to download. A brief description of the software is provided.

5. Click **QAP 1999-2000** to the left of this description. You will be taken to the downloading site. Technical support for this site is provided via phone and e-mail.

6. Click the **Full Download** link to download the program that allows you to do the full installment. A Save As… dialog box will appear.

7. Choose the location on your hard disk to save the file, then click the **Save** button. The length of time it takes to download the software depends largely on the speed of your Internet connection.

Installing the Software on Your Hard Drive

Quality Assurance for Windows 1999-2000, Version 4.0.2 is a service release to Version 4.0. You must continue to have Windows 95, NT, or 98 as your PC operating system to run this version.

To upgrade from Version 4.0.1 to 4.0.2, you must perform the following procedures:

1. Back up your Version 4.0 database.

2. Install Version 4.0.2.

To install Version 4.0.2:

1. Once the software file is downloaded to your hard disk, go to the program directory.

2. Double-click on the file to open and/or install it.

3. The software asks you a series of questions during the installation. These questions verify the location of the software on your hard drive and each question has a default answer.

   - If the default answer is correct, click **Next** to go to the next screen.

   - You can change the default answer, if you wish. If you do, make a note in which directory the software is located.

4. Continue this process until you reach the last installation screen, which prompts you to click the **Finish** button.

5. You must shut down and restart your computer for the installation process to be complete.

Downloading the Paper Documentation from the Web

You can download the paper documentation from the Internet in both Adobe PDF and Microsoft Word format. The following types of paper documentation are available to download:

- Installation Guides
- Cover Letters
- Technical References

Each of these documents has the date they were posted, file size, and approximate download time. However, the length of time it takes to download a paper document depends on the speed of your Internet connection.

To download paper documentation:

1. Go to the URL field located at the top of your browser's screen and type the Student Financial Assistance (SFA) download Web site address: **http://www.SFAdownload.ed.gov**

2. Follow the instructions provided and click the **Continue** button. You will be taken to a "Privacy on Our Web Sites" Web page.

3. Click on any of the links (or scroll down) to read information about Non-personal Information, Information from E-mails, Information collected from interactive forms, or Privacy of other records.

4. Click the **Continue** button to access the Web site containing the document(s) you want to download. A brief description of the documentation's software is provided.

5. Click **QAP for Windows** to the left of this description. You will be taken to the downloading site. Technical support for this site is provided via phone and e-mail.

6. Click on the type of documentation you want to download.

7. If you select an Adobe PDF formatted file, click **File**, **Save As** from the menu bar, select a location on your hard disk, and then click the **Save** button to save the file.

8. If you select a Microsoft Word formatted file, a dialog box will appear. Click on **Save it to disk**, choose a location to save the file and press the **Save** button.

9. For either type of file, the Web site is designed to give it a default name; however, you may choose another name for the file if you want.

10. Once the paper document has been downloaded on your hard disk, go to that location and double-click on the file to open and/or print it.

Installing the Quality Assurance Program Software from a Diskette

The primary method for installing the software on your computers is by downloading the software from the SFAdownload page. If that method is unavailable to you, call CPS Customer Service and request diskettes.

Follow the prompts the software provides you when installing Quality Assurance Program for Windows.

Creating the Quality Assurance Program Directory

The installation process automatically creates the directory C:\PROGRAMFILES\EDESUITE\QAP for Windows 1999-2000. The C: drive is assumed to be the drive letter of your local hard disk, but you can change the drive letter if necessary. Also, you may want to use a different name for the directory.

If you are performing a network server installation, be sure to install to a LAN drive and not to a local drive.

Installing the Software on a Local Area Network

When you perform a workstation installation, the executable file for Quality Assurance Program for Windows (QAP402.EXE) installs to a workstation's local hard drive and the database is stored on your network. This method improves the speed and performance of the software while allowing the database to be available to more than one PC.

1. Choose the Network Server installation option to install the software. This option installs only the Quality Assurance Program database (QAP90.MDB) on the file server, not the program files.

2. Then, do *Full* workstation installations on *all* workstations for this version of the software. Choose the Network Workstation installation option, then select **Full**. The **Full** option installs the executable file (QAP32_90.EXE) in a local hard drive directory. It also establishes the workstation's ODBC (Open Database Connectivity) connection to the Quality Assurance Program database. The **Workstation** installation option prompts you for the location of the database installed during the Network Server installation (step 1).

If you have questions, call **CPS Customer Service** at **800/330-5947**.

Additional Installation Instructions

If you want to copy the installation diskettes to a file server so you can do workstation installations from the server, follow these steps.

1. Create a disk directory for both diskettes received. You would create a directory structure like this one on your server.

    \Install

    \Install\DISK1

    Note: The parent directory can have any name, but the subdirectory must be named DISK1.

2. Copy the contents of each disk into its corresponding directory on the server.

3. You can now install the software from the file server by running SETUP.EXE from the DISK1 directory on the server instead of carrying the diskettes to each workstation.

If you have questions, call **CPS Customer Service** at **800/330-5947**.

Installing the Software on a Stand-Alone System

Be sure that all Windows applications, including screen-savers, e-mail notifiers, etc. have been closed before you proceed with this setup. You can install Quality Assurance Program for Windows using one of three options:

Full. Use this option when you are installing Quality Assurance Program for Windows for the first time**. It overwrites all existing 1999-2000 Quality Assurance Program database and program files (*.EXE files).**

Upgrade. Use this option only if you have already installed a full version of Quality Assurance Program for Windows for 1999-2000. This option updates only program files (*.EXE files) and leaves your current databases intact.

Custom. If you have already installed a full version of Quality Assurance Program for Windows for this processing cycle, you can use this option to replace executable program files, ODBC files, Help, and/or the Quality Assurance Program database. This option leaves all other system settings intact.

Reminders

Back Up Your Database Weekly

Before you upgrade your Quality Assurance Program to Version 4.0.1, make a backup of your database.

You should back up your database file, QAP90.MDB, regularly. We recommend that you back up your files at least weekly.

The Quality Assurance Program software does not include a backup utility. You must use your own backup software.

Optimize Your Database by Using Software Utilities

The software contains utilities that allow you to optimize your database if you encounter problems. We recommend that you repair, compact, and verify your database once a week.

Run the database utilities in the following order:
*   Repair database
*   Compact database
*   Verify database

For specific information regarding repair, compact, and verify, see the appropriate section below.

Run the Repair Database Utility

The repair database utility resolves inconsistencies (also called database corruption) in records storage. Events such as a power outage or a LAN failure can corrupt your database if the software is running.

Running this utility weekly helps to prevent database problems.

Warning: Before using this utility, be sure you have space on your hard drive that is at least equal to the current size of the database.

Improve Software Performance by Using the Compact Database Utility

The compact database utility improves the software's performance by optimizing the database (QAP90.MDB) file and reclaiming space on your computer's hard drive. As you add, modify, or delete records, the database file can become fragmented.

Running this utility weekly makes the database files smaller and improves system performance.

Warning: Before using this utility, be sure you have hard drive space available at least equal to the current size of the database.

Prevent Problems by Using the Verify Database Utility

The verify database function checks for data relationship integrity in your database. If Quality Assurance Program for Windows crashes or abnormally halts processing, a record may be missing one of its associated records. Verify Database recreates the missing record.

Running this utility weekly helps to prevent problems.

Warning*:* Before using this utility, be sure you have hard drive space available at least equal to the current size of the database.